

Action Request Transmittal Aging and People with Disabilities



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Number: APD-AR-21-038

Issue date: 7/15/2021

Topic: Other

Due date:

Subject: OR Provider Time Capture Direct Care Innovations (PTC DCI) in-home consumers time tracking options

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Background/Purpose:

The Oregon Provider Time Capture (OR PTC) DCI Project will go live statewide starting 9/12/21. As preparation continues for go live, data has been collected on the Electronic Visit Verification (EVV) compliant option a consumer may use. Based on analysis, the project prepared a list of consumers potentially needing to use a fob device for their EVV option, if their provider doesn't have a smart phone/device available for use to clock-in and clock-out.

Action required:

The following offices can disregard this AR, we have already collected this data.

- 0911 – Bend APD
- 0912 – Bend OPI
- 0913 – La Pine APD
- 0914 – Redmond APD
- 1611 – Prineville APD
- 1612 – Madras APD
- 0411 – Warrenton NWSDS
- 2911 – Tillamook NWSDS

A separate document will be sent to leadership, and within the Excel document titled Options Counseling by Cost Center, each office is listed. The list contains the in-home consumers who are in Oregon ACCESS (OA) without a landline telephone number OR an email address.

1. Contact each consumer listed and review the options available to them for recording time in the OR PTC DCI system*.
2. Ask them to discuss the options with their provider(s) to determine which will work best for them and report back to you with the selected option.
3. In the Options Counseling by Cost Center spreadsheet, record the option selected.
 - a. If the consumer reports they will be using the landline option, please ensure their landline phone number is accurately recorded in OA and on the Options Counseling by Cost Center spreadsheet. If it is not accurately recorded in OR PTC DCI, providers will not be able to record their time using the landline option.
4. If you are contacted by a consumer who is requesting a fob and is not listed on the spreadsheet, please add them to the list and include their prime number.

Please complete the contacts and update the spreadsheet and send to the PTCProject.Info@dhsosha.state.or.us email **no later than 8/13/2021**. This will ensure the consumers requesting to use the fob option have enough time to receive their fob in the mail.

The following attached/linked documents should be used to assist you in discussing the OR PTC DCI options:

Options Counseling Script – The primary talking points identified for staff to walk through with the consumer(s). It also provides some instruction on how to use the spreadsheet in conjunction with the conversation.

Options Counseling Video – This is a quick 1:45 video that provides an overview of the three options. This is designed to be shared not only with staff, but also with consumers/providers (though it is not published online).

Options Counseling Tech Comfort Level – Each option based upon how advanced the user's technical literacy might need to be in order to use each one.

Field/stakeholder review: Yes No

If yes, reviewed by: APD/AAA Leadership and Operations/Policy Committee

If you have any questions about this action request, contact:

Contact(s): PTCProject.Info@dhsosha.state.or.us

The following notes should be used to help Consumers determine their best method for their Provider to capture time.

What is OR PTC DCI?

Oregon Provider Time Capture (OR PTC) is the state project to create a simpler time capture system that meets federal requirements. You will use a new system called OR PTC DCI.

How can I use the system?

1. OR PTC DCI mobile app: If your Provider has a smart phone or device or an internet connection, they can use an application to view their remaining hours, clock in and clock out.
2. OR PTC DCI landline: If you don't have a smart device or internet connection, you can call a number from your consumer's landline phone. You will follow the automated prompts to clock in and clock out.
3. OR PTC DCI fob: You can use this option if you cannot access a smart phone, smart device, or landline phone in the Consumer's home. The Consumer keeps a small keychain fob at all times. The Provider or Consumer presses the button on the fob to clock in and clock out your time. This creates a code. You can enter the code into the OR PTC DCI web portal later to capture the time you worked.

When does this start?

September 12th, 2021

What do we need now?

Consumers need to work with their Provider to determine the best method of capturing time for their Provider(s).

If they are using the OR PTC DCI mobile app, no additional action is needed. They will receive instructions on downloading the application at training.

If they have a landline telephone, and don't have access to a smart device, our recommendation is to use the landline option. Please update the spreadsheet to select the landline option and ensure their home phone number in Oregon Access is accurate and add it to the spreadsheet.

If they are going to need to use the OR PTC DCI fob option above, please update the spreadsheet to say they are requesting a fob and ensure their address is correct in Oregon Access.

The OR PTC DCI Project Team is requesting this spreadsheet be returned by **August 13th, 2021** in order to provide the Project Team with enough time to assign the fobs to each Consumer profile and send a fob in the mail.

Questions?

Please work with your office's leadership and/or PTC Readiness Coach.

Which OR PTC DCI option is right for me?

Paper vouchers for in-home services will be replaced this summer with a new electronic time capture system called OR PTC DCI. There are different options available for you based on the types of technology and access you have.



Follow the path below to find which OR PTC DCI option is right for you!

START HERE

Does the Provider have a smart phone/device?

YES



The **OR PTC DCI Mobile App** is a free application and the most popular choice for Providers! This app allows Providers to easily clock in, clock out and view their hours using their smart phone.

NO

Is there a landline phone in the home where services are provided?

YES



The **OR PTC DCI Landline** option is perfect if there is a landline phone in the home where services are provided and no smart phone access. This is also a great option for areas without reliable cell phone data or internet connection.

NO



The **OR PTC DCI Fob** is another way to capture time when a smart phone or landline is unavailable. The Provider pushes a button on the fob to display a code at the start and end of their shift, then writes the codes on a OR PTC DCI fob timesheet. Providers must be able to access the internet at least once per pay period to enter the codes from the OR PTC DCI fob timesheet into the **OR PTC DCI Web Portal**.

The fob is a small device always kept in the Consumer's home.

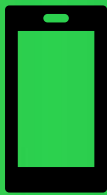
More information is coming, so stay tuned!
You will receive training to understand how to use the option that works best for you. The PTC Team continues to work with SEIU, the Oregon Home Care Commission (OHCC), and staff statewide in order to support you when we begin using OR PTC DCI this summer.

Technology and OR PTC DCI

This is meant to help guide you through the OR PTC DCI EVV options based on your comfort level with technology

Comfort Level with Technology

Comfortable



Kind of Comfortable



Not Comfortable



What is it?

OR PTC DCI Mobile App

Free mobile application used on a smart phone or device

OR PTC DCI Fob

Small device affixed in the Consumer's home where services are provided

OR PTC DCI Landline

Uses a landline touchtone phone in the home where Consumer's services are provided

What do I need to do?

Provider: Uses daily to clock in and out at the start and end of each shift.

Consumer: No action is required but can be used with a PIN or Password, E-Signature or OR PTC DCI Web Portal to sign off on time if desired.

Provider: Record fob codes daily on a timesheet to be entered into the OR PTC DCI Web Portal at the end of the pay period.

Consumer: No action is needed by the Consumer for this method.

Provider: Uses the Consumer's landline to call 800 number at start and end of each shift.

Consumer: Only requires action from Consumer to enter PIN via phone for historical entries.

*This option requires no internet connection for EVV compliant entries.